Information For Women and Men in an Abusive Relationship:

A guide to finding services that can help you

2014 Edition

This guide also provides helpful information for friends, families and neighbours who care.

Unless otherwise specified, all resources are available to both MEN and WOMEN.

Prince Edward Island
CANADA

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Introduction

Either a man or a woman can be a victim of abuse. Abuse in relationships can affect people from any demographic -- cultural, national and ethnic origin, socio-economic status, education, gender, age and physical or mental ability.

Abuse can take many forms, which can include: harassment, verbal abuse, threats, financial abuse, psychological abuse, emotional abuse, spiritual abuse, neglect, damage to property, injury to pets, physical abuse, sexual abuse, and homicide.

Perhaps you haven't considered that you are the victim in an abusive relationship. Perhaps you haven't considered that your behaviour may be abusive and hurtful in a relationship. No matter what your role; ABUSE is not okay. It's not right. It's very damaging.

Being able to recognize abusive behaviour is an important step in moving forward. The next step is to seek help and support.

The purpose of this guide is to provide information about services in Prince Edward Island that can help you. When you contact any of the included organizations, they will work with you to get the help you need.

This guide contains information for individuals who identify as a victim, or as someone whose behaviour is abusive, or both. It also contains valuable support information for neighbours, friends or family members who care.

The beginning of this guide contains information for victims of abuse. The latter part of this guide contains information for those individuals whose behaviour is abusive.

NOTE REGARDING SAFETY:
If you are afraid of what might happen if someone sees this booklet or your notes, keep it in a safe and secure place. For instance, if there are no places in your home that you feel would be a safe or secure place to keep this booklet, keep it in a private space at work where no one could access it.

Information for Victims

You don't deserve to be abused.....
You deserve to be treated with complete RESPECT

Warning Signs of Abuse:
Does your partner:

- Always have to be right?
- Use putdowns?
- Decide what to do, where to go, and when to do it?
- Try to tell you how to wear your hair or what clothes to wear?
- Criticize you all the time?
- Say you are too fat, too skinny, ugly, or stupid?
- Tell you that you are a bad parent to offend and/or hurt you?
- Call you humiliating names?
- Insist on controlling all the money?
- Threaten suicide if you leave?
- Get upset or jealous when you do things alone with your friends?
- Send harassing text messages or phone calls asking where you are, what you are doing and who you are with?
- Insult the type of work you do or the kind of courses you take at school?
- Force you to have sex when you do not want to?
- Threaten to hit you, harm your pets or break things?
- Slap, kick or punch you?
- Hack into your Facebook or email account?
- Hurt your kids?

If you answer 'yes' to any of these questions, you may be involved in an abusive relationship. This can be difficult, but you are not alone. There are many resources, services and people available to help you.

For Family, Friends and Neighbours

Always keep yourself safe. Never get in the middle of violent situation. Always call the police in an emergency.

You may know a woman or a man who is in an abusive relationship. This knowledge can put you in a difficult position, especially if they are a close friend or family member.

Here are some tips when approaching someone you suspect is being abused:

- Choose the right time and place to have a full, safe discussion
- Use examples of things you've seen and observed
- Remain supportive, especially if he or she becomes defensive
- Don't get angry with him or her
- Provide resources and options
- Express concern for his/her safety and the safety of his or her children
- Listen to their concerns/fears
- Call the police if anyone's safety is in jeopardy

If the abuse is denied:

- Be aware that people who are abused will often minimize the impact and deny that anything is wrong. They may state that the situation isn't that bad or may blame themselves for the abuse. This kind of denial usually comes from fear.
- Keep your conversation focused on your concerns for the family's safety and well-being and reiterate that abuse is never okay.
- Keep the lines of communication open and look for opportunities to help them find support.

**Adapted with permission from the Centre for Research and Education on Violence against Women and Children from materials produced by the Ontario Women's Directorate and CREVAWC for their Neighbours, Friends and Families campaign.*

- Crisis Situations -

Call 911

Island-wide 24 hours a day/7 days a week
Male/Female, no fees

Local RCMP:

- Charlottetown - (902) 386-9300
- Summerside - (902) 436-9300
- Alberton - (902) 853-9300
- Montague - (902) 838-9300
- Souris - (902) 687-9300

Local Police:

- Charlottetown - (902) 629-4172
- Summerside - (902) 432-1201
- Kensington - (902) 836-4499

If you feel that you are not safe and not able to leave, call 911. If there is immediate danger to either you or your children, call 911. If you are witnessing abuse, whether it is to a man, woman or child, call 911. An operator will connect you to local Police in your area for support. The operator will ask you for your phone number (in case of a disconnection), your location/civic address, and if there are any injuries. If there is a disconnection, the 911 operator will attempt to call you back. If you do not answer but had indicated that there was a domestic situation, 911 will notify the Police of your situation and location, and police will come to your location to help you.

Anderson House

1-800-240-9894 (toll free)
(902) 892-0960 (Charlottetown area)
24 hours a day/7 days a week
admin@fvps.ca
fvps.ca/services
Female (women can bring both their male and female children with them), no fees

Anderson House recommends you bring:

- Photo id/drivers license
- Important documents/records (i.e. bank)
- Young child's favorite toy/special blanket
- House/apartment keys
- Any medications you or your children may be taking
- Phone charger

Anderson House provides a substance-free emergency shelter for women and their children, as well as an Island-wide – 24 hour crisis line. Anyone can call Anderson House for information in regards to services. As a woman calling for shelter, there are a number of basic questions you will be asked as a part of the intake process. There are no fees for your room or food at the shelter. If you are leaving your situation in an emergency, the shelter can provide basic hygiene supplies and clothing for you and your children. They will provide short-term, emergency shelter while you work with shelter staff on planning for your safety, exploring housing options and creating contacts to support you in your next steps.

Chief Mary Bernard Memorial Women's Shelter

1-855-297-2332 (toll free)
(902) 831-2332 (Lennox Island)
24 hours a day/7 days a week
womensshelter@lennoxisland.com
cmbmws.ca/
Female (women can bring both their male and female children with them), no fees

Chief Mary Bernard Memorial Shelter recommends you bring:

- Photo ID
- Health Card

Chief Mary Bernard Memorial Women's Shelter provides emergency shelter for Aboriginal and non-Aboriginal women and their children experiencing family violence and homelessness. There is no fee for your bed or your suppers at Chief Mary Bernard Memorial Women's Shelter. The shelter has programs that will help you with life skills, parenting skills as well as employment support. Shelter staff will also provide a variety of information and resources to meet individual needs. Emergency stays at the shelter can be up to six weeks. Aboriginal women who have left a violent relationship or who find themselves in a homeless situation can apply and be assessed for a one year stay at the shelter.

The Salvation Army

Bedford MacDonald House
184 Weymouth Street, Charlottetown
(902) 892-9242 (phones will only be answered between 4:00 p.m. and 8:00 a.m.)
4:00 p.m. - 8:00 a.m./7 days a week
Male, some fees may apply

Located in Charlottetown, The Salvation Army Bedford MacDonald House provides shelter services for men, aged 18 and older, who find themselves in homeless situations. The shelter is open from 4:00 p.m. in the evenings until 8:00 a.m. the following morning. Please note: If you are trying to contact the shelter by telephone, please leave a message on the answering machine, and a staff member will try to call back within a day, or as soon as possible.

Mental Health Crisis Response

Mental health staff are available through the Emergency Departments at the Queen Elizabeth Hospital and Prince County Hospital.

Charlottetown
Queen Elizabeth Hospital - Emergency Department
60 Riverside Drive
Charlottetown
Mental Health Crisis Response Hours:
Monday to Sunday 8:00 a.m. – 8:00 p.m.

Summerside
Prince County Hospital - Emergency Department
65 Roy Boates Avenue
Summerside
Mental Health Crisis Response Hours:
Monday to Friday 8:00 a.m. – 6:00 p.m.
Saturday & Sunday 8:00 a.m. - 6:30 p.m.

Male/Female, no fees

Experienced mental health staff provide a prompt response to people with a mental health emergency through the provincial mental health crisis response system. Mental health response is currently based in the Emergency Departments of the Queen Elizabeth Hospital and Prince County Hospital, and in community mental health settings. People who present with a mental health emergency will be assessed by a crisis response nurse or social worker and referred to the most appropriate service, which may be a physician or other mental health clinician.

Mental health staff work closely with the Emergency Department physicians and link the client to the appropriate level of service without delay. Not only does this initiative greatly reduce response time and risk, but it can also be effective in preventing suicide.

- Information and Support -

Victim Services

Charlottetown: (902) 368-4582
Summerside: (902) 888-8218
Monday to Friday 8:00 a.m. - 5:00 p.m.
gov.pe.ca/go/victimservices
Male/Female, free

> Check cliapei.ca for more information regarding:
> - Emergency Protection Orders (EPOs)
> - Safety Planning

Victim Services provides free, confidential services to men, women and children who have been victims of violence, or any other crime. Workers can explain the court process, the justice system, and the status of your case. They can provide short-term counselling, help to prepare a victim impact statement, provide information regarding recovery of financial losses and make referrals for support services needed. Victim Services will also help you assess risk, make a safety plan and can help you obtain an Emergency Protection Order (EPO) if needed. **You do not have to involve police to access the services of Victim Services.** A person can access Victim Services whether the police have been called or not.

Outreach Coordinators

Family Violence Prevention Services Inc.
West Prince: (902) 859-8849, email: valerie@fvps.ca
East Prince: (902) 436-0517, (902) 888- 3310, email: norma@fvps.ca
Eastern PEI: (902) 838-0795, email: gwyn@fvps.ca
Queens: (902) 566-1480 ext. 224, email: gloria@fvps.ca
Monday to Friday, 8:30 a.m. – 4:30 p.m.
fvps.ca/outreach-regions
teenrelationships.ca
Male/Female, free

> **West Prince:** O'Leary, Alberton, Tignish, Ellerslie and surrounding area
> **East Prince:** Summerside and surrounding area
> **Eastern PEI:** Souris, Montague, Georgetown and surrounding area
> **Queens:** Charlottetown, Stratford, Cornwall

Outreach Coordinators provide support to women, men and children who have been victimized by violent relationships. Highly experienced Outreach Coordinators are available throughout the Island, generally Monday to Friday 8:00 a.m. - 4:00 p.m. These hours are often flexible and Outreach Coordinators can meet with you in a safe place of your choosing; whether that is your home, their office or perhaps a local coffee shop. Outreach coordinators also work in the evenings giving presentations and community group/education sessions. Outreach service is free, confidential and only Outreach Coordinators listen to their voicemail messages. Your call will be returned within a day or two if not sooner. If it isn't safe to leave your phone number, call back and/or call Anderson House for support (toll free 1-800-240-9894 or (902) 892-0960). No question or concern is too small. Outreach Coordinators will support you to get the information and services you need.

PEI Rape and Sexual Assault Centre

Main Office Number: (902) 566-1864 or toll free 1-866-566-1864
Counselling Services: (902) 368-8055 or toll free 1-888-368-8055
Monday to Friday 8:30 a.m. - 4:30 p.m.
peirsac.org/
Male/Female, free

The Prince Edward Island Rape and Sexual Assault Centre is a community-based, non-profit, government funded organization that provides services across the province to adult and youth survivors of recent or historic childhood sexual abuse or sexual assault. Services include individual and group therapy, public education and support and information.

The commitment to privacy and confidentiality is a key cornerstone to the PEI Rape and Sexual Assault Centre and it's a crucial component to their therapeutic relationships with their clients. They never disclose who is on their wait list or obtaining their services. They never release confidential information about their clients without a client's written informed consent.

PEIRSAC Therapy Services are:

- For women and men (16 years and older) who have experienced sexual violence
- Free of charge
- Confidential
- Provided by professional therapists who are experienced and trained in trauma recovery

PEIRSAC does **not** provide the following:

- Couples and family therapy
- Services to children
- Groups only as resources allow
- Support and crisis intervention after regular work hours and on weekends
- Accompaniment to hospital or police

To make a request for therapy services, please call the therapy line at (902) 368-8055. Please leave a confidential voice mail message which includes: your name, number and whether staff can leave a detailed message at that number and they will get back to you as soon as possible. When one of their therapists returns your call, she will ask you a series of questions to gain an appreciation of your situation. Recent assault victims will receive priority. A therapist will call you as soon as possible to set up your initial appointment. If they have a wait list at the time of your call, you will be advised of this. Victims of recent sexual assault are seen as soon as possible.

Catholic Family Services Bureau

(902) 894-3515
Charlottetown
Monday to Friday 9:00 a.m. - 5:00 p.m.
admin@catholicfamilyservice.ca
catholicfamilyservice.ca
Male/Female
See below for more information about fee structure

Catholic Family Services Bureau is a confidential, non-denominational counselling service that works to meet your therapeutic needs by providing the highest level of individual, couple, and family counselling services for men, women and children. They use both traditional therapeutic techniques and creative arts counselling interventions (such as music therapy or play therapy). At all times, the team will demonstrate understanding, skills, comfort, tolerance, and sensitivity toward cultural differences such as ethnicity, culture, age, gender, sexual orientation, abilities, economic status, and religious/spiritual affiliation. **The fee for service is based on income, except in the case of domestic violence, in which case the service is free.**

In addition to traditional therapeutic techniques, Catholic Family Services Bureau offers creative arts counselling interventions, such as:

Play Therapy

- Generally used with children, counselling involves a variety of play and art techniques to create a comfortable environment

Music Therapy

- Interventions used for restoring, maintaining and improving emotional, physiological and spiritual health and well-being

Community Mental Health Services

Charlottetown: (902) 368-4430

Bilingual services available in:
Summerside: (902) 888-8180
Montague: (902) 838-0960
Souris: (902) 687-7110
O'Leary: (902) 859-8781
Alberton: (902) 853-8670
Monday to Friday 8:00 a.m. – 4:00 p.m.
Male/Female, free

Visiting clinician services provided in family physician offices and health centres in Tyne Valley, O'Leary, Rustico, Hunter River, Cornwall and Montague.

Community Mental Health Services provides a broad range of therapeutic mental health services to men, women, children and adolescents. Services include individual counselling, family counselling, group therapy, among many others. Referrals can be made by your doctor or you can call and request service. When you make the initial call, the receptionist will take your name and phone number. Within a few days, an Intake Worker will call you back for an assessment to determine the best service for you. You can make a request for either a male or female counselor; however this may result in a longer wait time for service. General wait time for service is 30 days. Those interested in marriage counselling are often referred to Catholic Family Services Bureau. **There are no fees for service** with Community Mental Health Services.

Addiction Services

Toll free: 1-888-299-8399
Alberton: (902) 853-8670/0401 (detox)
Montague: (902) 838-0960
Souris: (902) 687-7110

Bilingual services available in:
Charlottetown: (902) 368-4120
Summerside: (902) 888-8380
Office hours vary, but access via telephone is available 24/7.
Male/Female, free

> Sometimes in abusive relationships, both the victim and the abuser blame drugs and/or alcohol for the abuse. Although substance abuse is a factor, **it is not the REASON for violence**. There are always underlying issues and both parties should seek counselling services in addition to detox/rehabilitation.

Addiction Services provides a broad range of free services to men, women and youth with substance abuse and/or gambling issues. Addiction Services also provides services for family members affected by someone's substance abuse and/or gambling issues. Services include: detoxification, individual counselling, rehabilitation and family programs, among others. Referrals can be made by your doctor or you can call and request service. To determine your best service option, please call one of the telephone numbers listed above.

Le Groupe Consultatif Communautaire Evangeline (ECCG)

(902) 854-2699/ (902) 439-1147 (cell phone)
Wellington
7:00 a.m. - as needed
Male/Female, free

The ECCG in Wellington provides free services in both French and English to men, women and children. Anyone can call for support services or referral information as well as to find out about programs which exist in local communities. The ECCG works with prevention services for families experiencing domestic violence; abuse and harassment of children, youth and older adults; frauds and scams; cyber safety; bullying in the home/school/workplace and in sports.

Community Legal Information Association (CLIA)

1-800-240-9798 (toll free)
(902) 892-0853 (Charlottetown)
40 Enman Cres., Suite 111, Charlottetown
Monday to Friday 9:00 a.m. - 4:00 p.m. (Inquiry line answered Monday to Thursday only)
cliapei.ca
Male/Female
See below for more information about fee structure

CLIA provides an anonymous, free, confidential legal information service – but not legal advice. CLIA has many pamphlets that are freely available to the public and can be mailed or downloaded from their website. **CLIA offers lawyer referrals for a low-cost consultation about your legal needs ($25 + tax for up to 45 minutes).** CLIA will not share your information and, if you are asking questions about legal issues, you do not have to use your name. CLIA also sells an uncontested divorce kit for $30.

Family Service PEI

Charlottetown: (902) 892-2441
Summerside: (902) 436-9171
Monday to Friday 8:30 a.m. - 4:30 p.m.
www.familyservice.pe.ca
Male/Female
See below for more information about fee structure

Therapeutic/Personal Counselling:
- Counselling techniques used to help achieve a stronger state of mental health and daily functioning

Financial Counselling:
- Counselling used to help guide people toward the best way to use, invest and budget their money and resolve their debts

Family Service PEI provides both Therapeutic (individual/couple/family) and Financial Counselling for women and men. Services are provided for all family members (over the age of 12) and referrals can be made to other specialist services, as needed. Family Service PEI keeps the need for the safety of all clients at a high level of priority. Prior to providing couples counseling or anger management services, clients must be assessed to ensure those services will be safe and helpful. Family Service PEI can also provide Employee Assistance Program services, when requests for counseling have been made through your work or personal health insurance plan. Financial counseling services are provided free of charge. **There is a fee for Therapeutic Counselling; however fee subsidies are available for those who qualify. Persons experiencing family violence are given priority in accessing a subsidized therapeutic counseling appointment with a therapist as soon as is possible.**

Information for Individuals Whose Behaviour is Abusive

Do you worry that you are hurting or harming someone close to you? Understanding your own abusive behaviour is very valuable and can be an important first step toward making a change not only for yourself, but also for the loved ones in your life.

There are many people who find it challenging to manage their anger. People often blame their anger as a cause of being abusive. Anger is NEVER an excuse for being physically, verbally or emotionally abusive. There are many strategies for dealing with and managing anger. It is important to find ways to express your anger in ways that are not damaging or dangerous.

No one else is ever responsible for your abusive behaviour. No one else could ever make you abuse them. Being abusive is always a choice.

Some times in abusive relationships, both the victim and the abuser blame drugs and/or alcohol for the abuse. Although substance abuse is a factor, **it is not the REASON for violence.**

If you don't seek help, your abusive behaviour can increase and you could cause serious, lasting harm to someone you care about.

There are legal consequences to being abusive. Violence and threats of violence can result in arrest and criminal charges.

It can be difficult to admit that your behaviour is abusive, but you are not alone. There are many resources, services and people available to help you.

For Family, Friends and Neighbours

Always keep yourself safe. Never get in the middle of violent situation. Always call the police in an emergency.

You may know a man or woman who is being abusive to their partner. Your knowledge of this can put you in a difficult position, especially if he or she is a close friend or family member.

Here are some tips when approaching someone you suspect is being abusive:

- Choose the right time and place to have a full discussion.
- Approach them when they are calm.
- Inform them that their behaviour is their responsibility. Avoid making judgmental comments about them as a person. Don't validate attempts to blame others for their behaviour.
- Don't try to force change or force the person to seek help. Tell them that you are concerned for the safety of their partner and children.
- Never argue with about their abusive actions. Recognize that confrontational, argumentative approaches may make the situation worse and put victims at higher risk.
- Call the police if anyone's safety is in jeopardy.

If the person denies the abuse:

- Be aware that people who are abusive will often minimize the impact and deny that they have done anything wrong. They may state that it isn't that bad or blame the victim for their actions. This type of behaviour deflects their own responsibility for their actions.
- Keep your conversation focused on your concerns for the family's safety and well-being and reiterate that abuse is never an answer.
- Keep the lines of communication open and look for opportunities to help them find support.

**Adapted with permission from the Centre for Research and Education on Violence against Women and Children from materials produced by the Ontario Women's Directorate and CREVAWC for their Neighbours, Friends and Families campaign.*

The following counselling services outlined throughout this Guide offer supports for someone who identifies as having abusive behaviours toward his or her partner.

- Information and Support -

Community and Correctional Services: Clinical Services Team (Turning Point for Men, Anger Management Program, Sexual Deviance Assessment/Treatment Program)

The Clinical Services team is a provincial resource which provides assessment and treatment to offenders and high risk community members. **The target populations of the team's services are high risk adults and youth involved in the justice system.** Referrals for assessment are also accepted from other agencies. Adult Islanders may also make direct self-referrals for assessment for certain programs.

Programs assist, support and treat individuals experiencing significant personal difficulties. These difficulties may be associated with criminal court interventions and behaviour that poses a high-risk of harm to self or others. The team also provides training, consultation and case management support.

Turning Point for Men

Turning Point Coordinator
(902) 368-6392
Male, free

Turning Point is a counselling program for men who acknowledge their violence and other abusive behaviours toward their partner. The program is for men who want to change these behaviours and assists to develop skills for creating respectful, healthy relationships. **Referrals received from the Justice System are a high priority for placement into the program.** Therefore, wait times for referrals from outside organizations or self referrals are dependent on when received as well as current program capacity. Prior to entering the program, intake interviews are arranged with the Turning Point Coordinator. Turning Point consists of 14 to 16 sessions, provided through group and/or individual counselling. Groups are held in

the evenings once a week from 6:00 to 9:00 p.m. and individual programs occur during regular government hours. Generally, Fall and early Spring programs are offered in Charlottetown, late Winter programs in Summerside, and early Fall programs in Montague. There is no cost to participate in the program.

Anger Management Program

Clinical Therapist
(902) 368-6390
Male/Female, free

The target population of the Anger Management program is high-risk adults involved in the justice system. Referrals for assessment are also accepted from other agencies. Adult Islanders may make direct self-referrals for assessment.

Skills learned in the Anger Management Program include:

- mood patterns and triggers
- total behaviour concepts
- anger sequences
- decision making
- problem solving
- refusal skills
- negotiation
- positive self-talk

The Anger Management Program is based on an integrative, cognitive behavioural approach.

Sexual Deviance Assessment/Treatment Program

Sexual Deviance Clinician
(902) 368-6391
Male/Female, free

The target population of the Sexual Deviance Assessment/ Treatment Program is adults involved in the justice system. Self-referrals and referrals from other agencies also accepted. The purpose of this program is to provide skilled assessment and treatment to adults or adolescents who have engaged in, or who are at risk of engaging in, sexually deviant behaviour. Services are made available regardless of whether or not the behaviour has resulted in a conviction under the Criminal Code of Canada.

Outreach Coordinators

Family Violence Prevention Services Inc.
West Prince: (902) 859-8849, email: valerie@fvps.ca
East Prince: (902) 436-0517, (902) 888-3310, email: norma@fvps.ca
Eastern PEI: (902) 838-0795, email: gwyn@fvps.ca
Queens: (902) 566-1480 ext. 224, email: gloria@fvps.ca
Monday to Friday 8:30 a.m. – 4:30 p.m.
Male/Female, free

West Prince: O'Leary, Alberton, Tignish, Ellerslie and surrounding area
East Prince: Summerside and surrounding area
Eastern PEI: Souris, Montague, Georgetown and surrounding area
Queens: Charlottetown, Stratford, Cornwall

Although Outreach Coordinators do not meet specifically with individuals whose behaviour is abusive, any man or woman who is abusive in a domestic relationship can call for information regarding referrals, available services and resources. A friend, family member or neighbour who recognizes abusive behaviour in a loved one can also call an Outreach Coordinator for support and information.

Family Service PEI

Charlottetown: (902) 892-2441
Summerside: (902) 436-9171
Monday to Friday 8:30 a.m. - 4:30 p.m.
familyservice.pe.ca
Male/Female
See below for more information about fee structure

Family Service PEI provides both Therapeutic (individual/couple/family) and Financial Counselling for women and men. Services are provided for all family members (over the age of 12) and referrals can be made to other specialist services, as needed. Family Service PEI keeps the need for the safety of all clients at a high level of priority. Prior to providing couples counseling or anger management services, clients must be assessed to ensure those services will be safe and helpful. Family Service PEI can also provide Employee Assistance Program services, when requests for counseling have been made through your work or personal health insurance plan. **Financial counseling services are provided free of charge. There is a fee for Therapeutic Counselling; however fee subsidies are available for those who qualify. Persons experiencing family violence are given priority in accessing a subsidized therapeutic counseling appointment with a therapist as soon as is possible.**

Catholic Family Services Bureau

(902) 894-3515
Charlottetown
Monday to Friday 9:00 a.m. - 5:00 p.m.
admin@catholicfamilyservice.ca
catholicfamilyservice.ca/
Male/Female
See below for more information about fee structure

Catholic Family Services Bureau is a confidential, non-denominational counselling service that works to meet your therapeutic needs by providing the highest level of individual, couple, and family counselling services for men, women and children. Staff use both traditional therapeutic techniques and creative arts counselling interventions (such as music therapy or play therapy). At all times, the team will demonstrate understanding, skills, comfort, tolerance, and sensitivity toward cultural differences such as ethnicity, culture, age, gender, sexual orientation, abilities, economic status, and religious/spiritual affiliation. **The fee for service is based on income, except in the case of domestic violence; in which case the service is free.**

Community Mental Health Services

Charlottetown: (902) 368-4430

Bilingual services available in:
Summerside: (902) 888-8180
Montague: (902) 838-0960
Souris: (902) 687-7110
O'Leary: (902) 859-8781
Alberton: (902) 853-8670
Monday to Friday 8:00 a.m. – 4:00 p.m.
Male/Female, free
Visiting clinical services provided in family physician offices and health centres in Tyne Valley, O'Leary, Rustico, Hunter River, Cornwall and Montague.

Community Mental Health Services provides a broad range of therapeutic mental health services to men, women, children and adolescents. Services include individual counselling, family counselling, group therapy, among many others. Referrals can be made by your doctor or you can call and request service. When you make the initial call, the receptionist will take your name and phone number. Within a few days, an Intake Worker will call you back for an assessment to determine the best service for you. You can make a request for either a male or female counselor; however this may result in a longer wait time for service. General wait time for service is 30 days. Those interested in marriage counselling are often referred to Catholic Family Services Bureau. **There are no fees for service** with Community Mental Health Services.

Mental Health Crisis Response

Mental health staff are available through the Emergency Departments at the Queen Elizabeth Hospital and Prince County Hospitals.

Charlottetown
Queen Elizabeth Hospital - Emergency Department
60 Riverside Drive
Charlottetown
Mental Health Crisis Response Hours:
Monday to Sunday 8:00 a.m. – 8:00 p.m.

Summerside
Prince County Hospital - Emergency Department
65 Roy Boates Avenue
Summerside
Mental Health Crisis Response Hours:
Monday to Friday 8:00 a.m. – 6:00 p.m.
Saturday & Sunday 8:00 a.m. - 6:30 p.m.
Male/Female, no fees

Experienced mental health staff provide a prompt response to people with a mental health emergency through the provincial mental health crisis response system. Mental health response is currently based in the Emergency Departments of the Queen Elizabeth Hospital and Prince County Hospital, and in community mental health settings. People who present with a mental health emergency will be assessed by a crisis response nurse or social worker and referred to the most appropriate service, which may be a physician or other mental health clinician.

Mental health staff work closely with the Emergency Department physicians and link the client to the appropriate level of service without delay. Not only does this initiative greatly reduce response time and risk, but it can also be effective in preventing suicide.

Addiction Services

Toll free: 1-888-299-8399
Alberton: (902) 853-8670/0401 (detox)
Montague: (902) 838-0960
Souris: (902) 687-7110
Bilingual services available in:
Charlottetown: (902) 368-4120
Summerside: (902) 888-8380
Office hours vary, but access via telephone is available 24/7.
Male/Female, free

> Sometimes in abusive relationships, both the victim and the abuser blame drugs and/or alcohol for the abuse. Although substance abuse is a factor, **it is not the REASON for violence**. There are always underlying issues and both parties should seek counselling services in addition to detox/rehabilitation.

Addiction Services provides a broad range of **free services** to men, women and youth with substance abuse and/or gambling issues. Addiction Services also provides services for family members affected by someone's substance abuse and/or gambling issues. Services include: detoxification, individual counselling, rehabilitation and family programs, among others. Referrals can be made by your doctor or you can call and request service. To determine your best service option, please call one of the telephone numbers listed above.

CANADA

Communications PEI
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